

Appendix 1 (as supplied by the authors): Interview guide

Broad introduction question: (patients, family physicians, community pharmacists)

- I would like to learn about your experience being involved in the RxEACH project?
 - Could you tell me about how you found out about the project?
 - What did you think when you heard about the project?
- How satisfied were you with the intervention/care?

Intervention related questions:

Skills and knowledge to manage patients with chronic disease in the community- (Community pharmacists):

- Did you feel that you had the skills and knowledge to manage complex patients with many problems in your practice?
- I want to understand what you found helpful regarding the training to manage patients with chronic disease in your community practice?
 - Content/materials? Methods used?
- I want to understand what was not helpful?
- How has this training made a difference in how you practice?
- What additional training could have been provided to facilitate your ability to manage these patients?

Case finding - (Community pharmacists):

- I want to learn about your experience identifying patients with the chronic conditions of interest in your pharmacy.
 - What approach do you use to identify patients?
 - What was helpful?
 - What was not helpful?
 - How has case finding made a difference in how you practice?

Management - (Community pharmacists):

- Please tell me about the resources/mechanisms in your everyday clinical practice that assists or enables you to manage patients with chronic conditions?
- Please tell me about the resources/mechanisms in your everyday clinical practice that inhibits (challenges) or is a barrier to you in managing patients with chronic conditions?

Treatment - (Patients):

- Tell me about the care you have received from your pharmacist?
 - What was helpful?
 - What was not helpful?
 - What would you change?

Practice behavior – (Community pharmacist):

- How has participation in this project changed your practice behavior?

Barriers and facilitators related questions:

Communication/interaction between participants – (patients, family physicians, community pharmacists):

- I want to understand if the RxEACH project has changed how community pharmacists, family physicians and patients interact and communicate about managing cardiovascular risk -
 - Has this relationship changed and if so, how has this relationship changed?
 - What kind of help do you need to overcome any challenges?

Sustainability related questions:

Sustainability - (patient, family physician, community pharmacists):

- We are looking at innovative ways to assist you, and other pharmacists/family physicians/patients like you, with managing cardiovascular risk in the community setting. Tell me about some ideas that might help you?

Closing question:

My main purpose in the interview today was to try and understand the barriers and facilitators to identifying and managing complex patients in your practice. Is there anything else you would feel is important that we haven't discussed?